

RRS, a ChoicePoint Company

Ernie Feirer
ChoicePoint Inc.
1000 Alderman Dr.
Mail Drop 70T
Alpharetta, GA 30005

Phone: 770.752.5718

E-Mail: ernie.feirer@choicepoint.com

ViewPoint™

State Crash Report Repositories, D.O.T. and Highway Patrol all suffer from a common set of problems. RRS, a ChoicePoint Company offers a web based product, ViewPoint™ that provides an integrated solution for document imaging, retrieval, storage and distribution of your reports to the general public.

The Problems

1. Police Record Systems are antiquated
2. Record keeping tasks draw on resources needed elsewhere
3. Backlog Data Entry
4. Implementation of high tech solutions are expensive and time consuming
5. Long term storage requires administration, floor space and system resources
6. Distribution of accident reports to the public is time consuming and labor intensive

Possible Solution – Implement an In-house Document Imaging System

The In-house Document Imaging Dilemma

Study of 8000 imaging Projects

1. 16% completed on time, within budget and with the features promised
2. 53% were late and over budget
3. 31% were canceled before completion

Less than one in five chance you will get what you asked for the price you expected to pay within the time frame you expected. ViewPointä provides a turnkey imaging solution eliminating the need to undertake an house imaging project.

BackLog

In 1998, a state repository came to us and had a backlog of over one year's worth of uncatalogued and unindexed accident reports. Jurisdictions all over the state mailed or faxed in reports; but with an ineffective indexing system for cataloguing records, the state repository was unable even to fulfill all report requests by insurance companies and other members of the public. They were certainly unable to turn report data into useful statistical information and simply could not keep up.

The state repository reports were not available for timely distribution or evaluation due to the large volume and the inability to catalog and locate these reports. With the implementation of ViewPoint™, the state repository has records indexed, archived and available within 48 hours of scanning them into RRS.

Systems

ViewPoint™ is an imaging, indexing system with full capability of indexing, imaging and storage of documents. The state repository determined what fields needed to be indexed and the only purchase required was a PC and scanner.

Encryption

As the growth of the Internet has become a tool for sending information via cyberspace the need to protect the information becomes increasingly important. ViewPoint™ has 128-byte encryption that allows the state repository to transmit data through a secured web site. This level of encryption method is currently what the government uses to protect their documents.

Data Entry - IndexPoint

The unemployment rate nationwide is currently 4.2% that means a scarcity of data entry operators to index documents. IndexPoint takes encrypted "clips" downloaded from the Processing Center Website by Data Entry Operators. Clips are random from many documents to avoid the possibility of a security breach and sorted by data types to increase Data Entry productivity. Clips are exchanged for typed data. Typed data is reconstructed at the processing center by document. The typed data is kept at RRS and transmitted to the state repository to be used as search indexes to find images, or as data for statistical analysis, or other purposes.

Data Entry Error Rate

The ability to have critical fields, selected by the client, keyed multiple times by different Data Entry Operators ensures that the document has been indexed correctly. IndexPoint is used to clip the document and send out to multiple Operators. When the typed clip is returned to RRS, if the system recognizes the clip is an exact match it becomes a completed document and is archived. When there is a conflict of that clip, it is sent to a supervisor for review.

Turn Around Times

Government agencies have maintained record rooms where metal file cabinets lined the walls and the search for needed documents became a nightmare of paper. Many state repositories have a time limit that requires that all police departments transmit all non private property accident reports to the state repository within 5 days after the report has been written. ViewPoint™ enables the report to be scanned into RRS, indexed and ready for disbursement 48 hours after the receipt of document.

Sales

Long lines outside police department results in loss productivity for records rooms and frustration by the general public waiting for their accident report. ViewPoint ä distributes the report to the insurance agency via the Internet, invoices the agency for the predetermined fee. The state repository receives a monthly report of all reports that have been sold with one check for the fees.

Access

Although accident reports are public information, the need to secure sensitive information is always an issue. ViewPoint™ allows the state repository to control who is allowed access to the records and what can be viewed by security level codes.

Distribution

The general public, insurance companies, and government agencies have been in need of the information contained in accident reports. ViewPoint ä distributes reports to a predetermined group based on the rules set by the government agency. When a request is submitted to RRS by state repository, ViewPoint ä searches all of the archived reports by the following criteria:

- Date of Loss
- Responding Agency

- Driver of Vehicle
- Report Number
- Tag Number
- Loss Location

If all criteria for that report request are met, the report is released to the insurance company. A payment is required from the insurance company and then the state repository is given credit for the sale of that report.

Redaction

The state repository was required by law to redact certain unreleasable information. The old process – making a copy of the document and manually blacking out the redacted fields – was extremely, almost prohibitively, labor-intensive, and was also prone to human error, resulting in many cases of reports being unintentionally released with sensitive information unredacted.

ViewPoint™ determines by programming which client selected fields need to be redacted, eliminates the information in the fields, transmits the report without the protected fields information and then archives the report fully in tact for users that have access by a predetermined security code set by the client.

Workflow

- A. Report is sent to state repository by local police departments
- B. Administrator of ViewPointä scans report into RRS Processing Center
- C. File is sent to RRS Processing Center
- D. File is processed and broken into clips containing fields determined by the state repository
- E. RRS clips are sent to Data Entry Operators throughout the US via the Internet
- F. As clips are typed, they are returned to the RRS Processing Center via FTP (file transfer protocol)
- G. Typed data is reconstructed at the RRS Processing Center
- H. Report is placed in archive for retrieval

- I. Typed data can be stored at RRS and/or transmitted to the end user
- J. Report is now available for distribution
- K. The state repository receives monthly statement with check for all sales of reports

The ViewPoint™ Solution

- 1. Advantages of document imaging and management without retraining, hiring technicians, indexing, distribution, space concerns
- 2. Records online in a central repository
- 3. Records indexed and accessible within 48 hours
 - § Permanent archive of your records
- 4. High level of security
 - § 128 byte encryption
 - § IndexPoint Process
 - § Redaction
- 5. Distribution of reports to Insurance Companies
 - § Per your rules
 - § Continue to collect normal fees
- 6. Management reports with needed statistics
- 7. Image and data search capabilities via the Internet
- 8. Double and Triple keying of data to insure quality